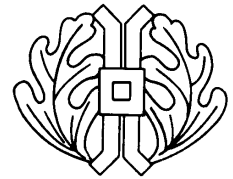


PREVENTIVE LAW SERIES

AUTOMOBILE RELIEF REFERRAL LIST



Prepared by:
Legal Assistance Department
Naval Legal Service Office Southwest
P.O. Box 357042
Naval Air Station, North Island
San Diego, CA 92135-7042
(619) 545-6278



The following list of resources can be used when you are the victim of unscrupulous car deals. Note that the remedies listed below are not a substitute for filing a lawsuit either in small claims court or through an attorney, and are designed only to make you aware of supplemental options that are available to you.

Bureau of Automotive Repair

California Department of Consumer Affairs
10240 Systems Parkway
Sacramento, CA 95827
1-800-952-5210
WEB SITE: <http://DCA.CA.GOV.COM>

In 1971, the Bureau of Automotive Repair (BAR), a California State agency, was established to prevent abuses in the auto repair industry. BAR gives consumers a formal way to take action against negligent repair shops. If you have a complaint, it is often easier and quicker to resolve the matter directly with the repair shop. If you cannot solve the problem, you may want to file a formal complaint with BAR. BAR has authority to issue a Notice of Violation to the repair shop if any Auto Repair Act violations have occurred. BAR may try and mediate on your behalf with the repair shop to facilitate a satisfactory settlement.

San Diego and Imperial County Better Business Bureau

(619) 496-2131 (24 hour Consumer HelpLine)
WEB SITE: <http://SANDIEGO.BBB.ORG>

If you have a problem with a company located in San Diego or Imperial County and you have been unable to resolve it with the company, the San Diego and Imperial Counties Better Business Bureau (BBB) can try to assist you. You may request a complaint form to be mailed or faxed to you by calling the 24-hour Consumer HelpLine.

If the company is a BBB Member, they have pledged to respond to all customer complaints. Many of the members have also pre-committed to arbitration should the BBB be unable to resolve the dispute through the normal complaint handling procedure.

San Diego County District Attorney's Office

Economic Fraud and Environmental Protection Unit
P.O. Box 121011
San Diego, CA 92112-4192
(619) 531-4070
(619) 531-3507 (informational recording)

The San Diego District Attorney's Office, Economic Fraud and Environmental Protection unit investigates three main areas of fraud: 1. Public Assistance fraud; 2. Insurance fraud; 3. Economic fraud. You must send a written

letter with copies of any substantiating documents to the District Attorney to initiate action.

Office of the City Attorney

Consumer and Environmental Protection Unit
1200 Third Ave., Suite 700
San Diego, CA 92101-4106
(619) 533-5600

The San Diego Office of the City Attorney, Consumer and Environmental Protection Unit, prosecutes misdemeanors only, including fraud, within the city limits.

California State Attorney General

Consumer Complaints
Office of the Attorney General
Public Inquiry Unit
P.O. Box 944255
Sacramento, CA 94244-2550
1-800-952-5225 (within California)
(916) 322-3360 (outside California)
WEB SITE: <http://CAAG.STATE.CA.US>

The California State Attorney General's Office enforces state laws in California.

The Consumer Law Division enforces laws against misrepresentations and unlawful and unfair business acts and practices. The Attorney General prefers to prosecute cases with statewide implications, and prefers a written letter with copies of supporting documents to initiate action.

U.S. Federal Trade Commission

415-356-5270

The U.S. Federal Trade Commission (FTC) enforces Federal laws governing interstate trade. The FTC can be used to report violations of laws that affect interstate trade, interstate debt collection, or other applicable Federal laws.

California Department of Motor Vehicles

Investigations- (619) 426-8070

General information- (619) 427-5550

The DMV usually deals more with new car dealers than used car dealers, but they will investigate upon receipt of a complaint form.

